



# DPAS Customer Support and Communications

## Presented to CCB Members and Associates

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CCB Brief



Corbis.com



# Customer Support Efforts

- *Objective - provide one stop shopping for your property accountability needs.*
  - *Development*
  - *Implementation*
  - *Training*
  - *Operations Support*
  - *WEB Site*
  - *Help Desk*
  - *Quality Assurance*

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# DPAS Overview

- *Development*
  - *Maintenance - meeting the DoD property mission and problem resolution*
  - *New Requirements - improvements in property processes*
- *Customer Support*
  - *Training - organizational skills to meet mission*
  - *WEB Page - 24/7 communication capability*
  - *Implementations - compliance with DoD property policy**and provides standard processes*
  - *Help Desk - 12/5 direct dial communication*
    - *on-call support*
  - *QA - metrics, feedback and analysis*

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# Communication

- *Multi-Channel Communication Strategy*
  - *Implementation*
  - *Training*
    - *revitalize material*
    - *new material for changing needs*
  - *WEB Site Information*
    - *static information*
    - *interactive*
  - *Help Desk*
    - *responsive*
    - *on-call*
  - *QA*
    - *feedback*

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# Initiatives



- **Completed**
  - **WEB Initiatives**
    - Security awareness training
    - satisfaction surveys
  - **Broadcast Messages**
    - training
    - releases
    - WEB changes
    - new information
  - **User Groups**
    - Government Furnished Property (GFP)
    - Accounting
    - Inventory
    - Reports
- **In-Process**
  - **Training**
    - New Classes
    - Better Financial Training
    - More Tailored Training
      - users
      - mission
  - **WEB - modernization efforts**
    - new look and feel
    - information clean-up
    - interactive
      - FAQs
      - automated registration
  - **Mele Associates**
    - [www.meleassociates.com/dpas\\_auth.php](http://www.meleassociates.com/dpas_auth.php)
      - user id = dpas
      - password = dpas\_account

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# Property Scope

- 24 DoD Services and Agencies using DPAS
- Managing 10.6 million in total in PP&E and Real Property assets
- \$48.8 Billion in PP&E and Real Property
  - a billion seconds ago it was 1959
  - a billion hours ago our ancestors were in the Stone age
  - a stack of singles would stretch from LA to DC (2650 miles)

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# Questions

- *Needs of the user first!*
  - *Pro-Active*
  - *Passionate*
    - *Application*
    - *Policy*
    - *Technology*
    - *Needs*



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